

Atento IR Newsletter
March 2021

We are pleased to share with you our **March 2021 Newsletter**, that brings great news related to the recognition of Atento's excellence by industry experts. After Everest placed us as a star performer last year, we have been acknowledged by Gartner, which placed us at the **top of the leaders' group** in its Magic Quadrant, and by Frost & Sullivan who recognized us as a **Growth and Innovation leader** in its Radar for Customer Experience Outsourcing Services Market in Latin America (you can access Frost's information [here](#)).

Another key milestone was achieved by Atento in February 2021, when we successfully completed our debt refinancing. The new \$500 million Senior Secured Notes matures in February 2026, extending the average life of our debt to 4.5 years from 1.5 years. The refinancing affords us greater financial flexibility to further penetrate high-growth verticals with Atento's innovative next-generation CXM and BPO services. We will continue to seek ways to improve Atento's capital structure as another means to drive shareholder value.

Carlos López-Abadía, our CEO, talks about this in more detail in his prepared remarks for the Q4 and FY 2020 conference call that we held on March 5th. His speech, as well as mine, can also be accessed in this newsletter.

We hope you enjoy this content, and we are available to discuss in more detail these or any other subjects that you deem relevant to better understand our investment thesis.

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